



UTILITY SERVICES

Reference Guide **ONE**

Effective July 1, 2004

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February 12, 2004

Thank you for allowing us this opportunity to update you on some important financing developments in the Department of Administrative Services (DAS). To assist you in preparing your agency budget, this Guide provides an overview of some DAS products and services your agency may use. You will also receive an agency-specific memo presenting some charges for which the DAS will bill your agency in fiscal year 2005.

You already know that the launch of the new DAS and entrepreneurial management will change the way your agency purchases infrastructure and administrative services formerly supplied by the Departments of Personnel, Information Technology, General Services, and the Revenue and Finance Accounting Bureau.

The DAS is committed to seeing that those changes include better service to you, our customers, as well as streamlined operations and cost savings. These goals will be accomplished in part by giving DAS employees more flexibility to use resources for problem solving. These challenges, advanced by Governor Vilsack in chartering this agency, continue to guide us as we implement the most significant transition of this type ever undertaken by any state agency in any state.

Greater customer control is a continuing focal point for the DAS. Enabling legislation directed us to set up Customer Councils to set rates for DAS services categorized as utilities. (Utility services are defined on page 8 of this Guide. You will receive more information regarding DAS leadership and marketplace services at a later time.) Three Councils have worked diligently to develop Year 1 rate structures for the DAS utilities their respective Enterprises provide.

We want to publicly recognize the efforts of the thirty-six individuals who accepted the responsibility to serve as charter members of the Customer Councils in 2003. Special thanks for their leadership is due to the council chairs: John Bradford for the General Services Enterprise, a public representative; the Department of Transportation's Nancy Richardson, Human Resources Enterprise chair; and Steve Mosenia of the Department of Human Services for the Information Technology Enterprise.

Customer Councils asked for a feedback step that allows your input as part of the rate setting process. We have established a thirty-day comment period that begins with distribution of this package. This interval will assure that your agency has a chance to study this information and ask questions before utility rates are final.

DAS will be scheduling a general information session in February and meetings with individual agency representatives to provide more information later this spring. We are committed to keeping you informed as financing details are finalized. In the meantime, I encourage you to contact me directly if I can provide DAS resources or assistance.

Once again, thank you for your continued support.

INFORMATION UPDATES

Important news about DAS customer councils, ratesetting and financing

Customer Councils

The DAS is authorized to establish Customer Councils for the purpose of overseeing utility services¹ provided by the DAS as necessary to meet the needs of its government customers and the citizens those entities serve, per Iowa Code Chapter 8A, Section 121.

Administrative rules authorize the councils to annually review and recommend action on business plans submitted by the DAS, to approve procedures for setting rates and the resulting rates, to approve a complaint resolution process, and to review services categorized as utilities on a biennial basis.

During 2003, the first year of DAS operation, councils were set up for the General Services, Human Resources, and Information Technology Enterprises. Each was structured to include a total of thirteen members, with three seats each allocated to small, medium, and large-sized state agencies plus representatives from the judicial branch, the legislative branch (which declined its seats), unions, and the public. Charter members will serve staggered terms.

A listing of the members for each council is included in this Guide.

Setting DAS Rates

The first charge and primary role for DAS Customer Councils during recent months has been to set rates for the utility services offered by the respective DAS Enterprises. Due to the differing nature of service provided by Enterprises, the process for each Council varied slightly. In general, the rate setting process has followed these steps:

1. Each council studied the DAS definitions for leadership, utility or marketplace services and reviewed the initial category assignments made by DAS management for its Enterprise's respective products and services.
2. Each council reviewed the Enterprise's utility services to observe relationships between services, which agencies used which services and the quantity of use, and to evaluate the variation in agency needs for the service.
3. Each council reviewed direct and indirect cost information incurred by the DAS in providing the current level of service to current customers. Payroll

costs were projected at FY 2005 salary rates. Non-payroll costs were projected at FY 2004 status quo budget rates.

4. Each of the three councils developed a pricing and packaging approach that, in its judgment, fit its services and customer use patterns.
5. Rates will be final at the conclusion of a thirty-day comment period.

Rate methodologies for each of the councils are recapped in the following paragraphs.

- *The HRE Customer Council* created four packages based upon customer use patterns: Executive Branch (non Regents), Regents Institutions, Community-Based Corrections, and Legislative/Judicial/State Fair Authority. For the packaged services, total agency fees are based on the service rates multiplied by the number of agency employees (full and part-time permanent employee counts.) Fees for a la carte services are based on HRE's fixed and variable costs to provide the service and will be billed separately based on actual use.
- *The ITE Customer Council* has responsibility to set rates for five utility services. The (1) Iowa Financial Accounting System (IFAS) and (2) Human Resources Information System (HRIS) are required to process financial, payroll and budget information. (3) Directory services will offer information about all state employees enterprise-wide, regardless of whether the employee has access to the directory. Prices for (4) Public Key Infrastructure (PKI) and (5) Integrated Information for Iowa (I/3) utility services have not yet been set by the Council. Rates amounts were calculated by dividing the total of direct and indirect costs for each utility service by the average number of full-time/part-time permanent employees in state government for the first quarter of FY 2004.
- *The GSE Customer Council* established utility rates for four service areas: Facilities/space charges, mail services, procurement services, and fleet. (1) For the facilities/space charges category, the council set association fees to cover the custodial and facility maintenance costs associated with buildings, infrastructure, and parking lots at the

¹ An explanation of utilities and other categories of services provided by the DAS is included in the section titled, "DAS Utility Services and Rates."

Capitol Complex. In addition to the direct and indirect cost review, an independent contractor has assessed the square footage for each building and agency resident on the Capitol Complex. Building space and associated costs not associated with agency activities were excluded from the totals to be allocated. A total of four rates were set to collect the fee, based on space location: (1) Office space at the Capitol Complex, (2) Storage space at the Capitol Complex, (3) Leased space at the seat of government (Polk County), and (4) Leased space outside the seat of government.

A new hourly rate for design and construction services was set to cover the costs associated with management of major construction and maintenance projects across the state. Legislative approval is required before the charge will go into effect.

- (2) The Mail rate is based on the number of mail pieces each agency processed through the mail center during FY 2003, to be billed monthly.
- (3) The Purchasing fee has previously been charged to agencies as a 1 percent fee on purchases that meet certain criteria. After extensive consideration of options for securing a stable revenue stream for procurement operations, the Council approved a flat fee to be billed monthly. The fee will be based on a three-year average of the 1 percent fee revenues charged from FY 2001–2003.
- (4) Fleet Management rates were set for three categories of service. (a) Fleet management services rates were established on a per-vehicle per-month premium basis. (b) The rate for self-insurance was established as a per-vehicle per-month premium to cover projected expenses for collision and liability claims, as well as personnel, legal and support expenses for the self-insurance program. (c) The monthly vehicle depreciation fee is based on the 2004 model year vehicle cost less the 1999/2000 model year sale price, divided by the 48- to 54-month vehicle life. Charges apply to vehicles placed in service during the fiscal year and will not change for the life of the vehicle. This methodology complies with Federal requirements.

Resolving Complaints

Customer councils are also charged to maintain a complaint resolution process. Steps in the current process include (1) An informal communication between the customer and the provider of the service; (2) Communication between the customer and the DAS Enterprise management staff; (3) A review and recommendation by the DAS Director; and (4) A final disposition by the Department of Management.

FY 2004 Financing

During FY 2004, DAS customers will continue to pay for DAS products and services as in previous years, primarily based on product or service utilization. Total agency charges for FY 2004 products and services will be known in July 2004, once billings are complete.

FY 2005 Financing

Billing for DAS products and services will change significantly on July 1, 2004, when new rates go into effect for FY 2005. This Guide explains the Customer Council-determined rates for each DAS utility service, the rate unit (per employee, etc.) and the frequency of billing. The Guide also describes additional mandatory or additional fees and billings that will be discontinued effective July 1, 2004.

Estimates for each agency's total annual utility expense are included in a separate memorandum. Details of the process for distributing the DAS FY 2005 General Fund appropriation are still being finalized. DAS and the Department of Management (DOM) have agreed upon these steps:

- DAS will receive the appropriation.
- DAS will distribute the appropriation dollars to agencies in a one-time transfer in the first month of FY 2005.
- DAS customer agencies will be expected to include the amount of their FY 2005 DAS General Fund appropriation distribution in their FY 2006 budget requests.

DAS and DOM are also studying the impact of this new payment methodology on the Statewide Indirect Cost Allocation Process (SWICAP), merit billing, and other budget matters. We will keep you informed as additional information on this topic becomes available. More information about utility rates will also be posted at the DAS website, <http://www.das.iowa.gov>.

FY 2006 Financing

The transition to a new billing system is expected to be complete in FY 2006. At that time, customer agencies will individually request and directly receive appropriations to cover the costs of their utility services.

What to Expect in Coming Months

Look for additional information from DAS as new processes are finalized:

- Prototype billings will be distributed in April, 2004, showing you a model of the future DAS billing.
- Regular communication with your financial and business managers will continue. The DAS finance team will provide regular updates at quarterly financial managers and business managers meetings, and will schedule individual meetings with your finance and business management staff with the April update.
- Distribution summary notices estimating total FY 2005 billings from the DAS by service and the amount of your DAS distribution will be provided to you in April, 2004.

Many DAS customers pay for utilities with a combination of General Fund appropriations and fees paid to a DAS enterprise. **In this case, funds distributed to your agency for FY 2005 from the DAS appropriation will be offset by the payments you have made to DAS in FY 2004.** Therefore, the amount of your distribution will not be known until FY 2004 billing is complete.

For Assistance

We are working to anticipate questions and resolve problems before they happen. Please contact DAS Director Mollie Anderson or Chief Financial Officer Denise Sturm with your questions or concerns during the coming months. We appreciate your patience as we work together to accomplish the transition.

Customer Council Members

AGENCY SIZE ²	GENERAL SERVICES ENTERPRISE	HUMAN RESOURCES ENTERPRISE	INFORMATION TECHNOLOGY ENTERPRISE
Large	John Baldwin, Vice Chair IA Dept. of Corrections	Nancy Richardson, Chair IA Dept. of Transportation	Steve Mosena, Chair IA Dept. of Human Services (Joe Finnegan)
Large	Capt. Bob Alles IA Dept. of Public Safety	Bill Gardam IA Dept. of Human Services	Greg Wright IA Veterans Home (Stan Freeborn)
Large	Jennifer St. John IA Dept. of Natural Resources	Bev Schmeling IA Dept. of Public Safety	Steve Morris, Vice Chair IA Workforce Development (Judy Peters)
Medium	Marcia Spangler IA Dept. of Public Health	Cindy Morton IA Dept. of Revenue	Leon Schwartz IPERS
Medium	Mary Lawyer IA Dept. Economic Advancement	Roger Stirler IA Dept. of Education	Richard Jacobs IA Dept. of Revenue
Medium	Roger Johnson IA Dept. of Cultural Affairs	Dean Lerner IA Dept. Inspections and Appeals	Lee Tack IA Dept. of Education
Small	Greg Anliker IA Dept. Elder Affairs	Penny Westfall IA Law Enforcement Academy	Cynthia Eisenhauer IA Dept. of Management (Jim Anderson)
Small	Charlie Smithson IA Ethics Campaign Disclosure Board	Ron Pothast IA Dept. Civil Rights	Marvin Van Haften IA Office of Drug Control Policy (Dale Woolery)
Small	Ruth White IA Dept. Human Rights	Karen Sinclair Office of the Treasurer	Gary Nichols IA College Student Aid Commission (Keith Greiner)
Judicial	Peggy Sullivan	Bill Snyder	Larry Murphy
Legislative			
Public	John Bradford, Chair Public Member	Lance Noe Drake University (Public)	Diane Kolmer Public Member
Union	Bob Straker IA Department of Admin. Services	John Craig, Vice Chair IA Dept. of Revenue	Carl Martin IA Workforce Development

² Specified by Code. Alternate names are shown in parentheses.

DAS UTILITY SERVICES & RATES

Introduction

One new aspect of the entrepreneurial management approach being implemented by the DAS is that products and services are divided into categories according to how customers pay for the services.

According to the plan established for the DAS, the DAS director divides DAS products and services into one of the three categories each year, following consultation with the Customer Councils and approval of the Governor. DAS categories are defined as follows:

Utilities are those DAS products and services that Executive Branch agencies are required to use, based on the need to increase enterprise efficiency and maximize economies of scale. DAS customer agencies that use the services pay the cost of utilities. Utility rates include direct and indirect costs of providing the service. Mail delivery on the Capitol Complex is an example of a DAS utility.

Leadership functions are areas of responsibility related to management, oversight and setting policies for DAS products and services. General Fund appropriations cover the cost of leadership services. An example is ITE security policy, which is managed separate from the service provision arm of ITE.

Marketplace products and services are those products and services that Executive Branch agencies may purchase directly from any marketplace supplier, including the DAS. DAS customer agencies pay for the marketplace services they use. DAS sets marketplace service prices based on direct and indirect costs to provide the service and an assessment of prevailing competitive prices GSE Printing is an example of a marketplace product/service.

About This Section

Three DAS Enterprises—General Services, Human Resources, and Information Technology—are currently offering services classified as utilities which, by law, require the appointment of Customer Councils to set rates. A fourth DAS Enterprise, State Accounting, provides a menu of leadership services not regulated by the Councils.

On the following pages, you will find a listing of utility services and the corresponding rates for those services as defined by each Customer council. Information is organized by Enterprise for your convenience. The following pages are organized by Enterprise.

General Services Enterprise Services

FACILITIES/SPACE MANAGEMENT SERVICES

A. Facility Maintenance (covered by Association Fees)
Mechanical system support covers heating, ventilation and air conditioning systems (excluding HVAC systems for computer rooms.)

- *Grounds activities* include regular mowing, trimming, nursery, landscaping and snow removal.
- *Life, health and safety system maintenance* assures proper operation of critical systems such as fire alarms, sprinklers and automation systems.
- *Lock shop* provides key security, maintenance, internal recordkeeping and regular maintenance for designated key ways on the Capitol Complex and Ankeny lab facility.
- *Custodial services* include core cleaning of restrooms, vacuuming, hard floor care, trash/recycling, snow removal and general cleaning.

B. Space management staff coordinates the assignment of office and storage space on the Capitol Complex. Staff also coordinates and facilitates office moves either on campus or in leased spaces at the Seat of Government/Polk County (covered by Leasing Fees).

C. Leasing Services staff negotiates, manages and monitors leasing agreements for leased facilities at the Seat of Government. The division also supports agencies leasing other facilities, serving as liaison between the agencies and the Executive Council.

D. Project management services assist supported agencies as they build, repair, maintain and adapt their facilities, providing facilitation and oversight to architectural and engineering consultants and construction contractors. For some projects, staff architects and engineers provide design services (to be covered by Design and Construction Fee).

E. The GSE Customer Service Center is the single point of contact for all capitol complex maintenance questions, concerns, or requests for service. In conjunction with Post 16, the customer service center facilitates the issuing of building access and parking permits and collects parking ticket payments (covered by Association Fee).

MAIL

A. Mail processing and delivery services include receipt/sorting/delivery of all incoming USPS/interoffice mail within 24 hours; receipt and process of most outgoing mail within 24 hours; and twice-daily pickup and delivery routes for the Capitol complex. Also included are parcel processing; overnight letters; business reply services; postage due processing; receipt, tracking and delivery of certified mail; maximum postage discounts, prompt/accurate billings, security of mail, and archival retrieval.

B. Letter shop services provide in-house mail automation and inserting and folding services for large mail streams.

PURCHASING

A. Bidding and contracting (purchasing) includes letting of competitive bids and contracts on behalf of state agencies, with GSE Purchasing serving as a neutral third party in the competitive bid process.

B. State blanket bond provides protection to the State against embezzlement.

FLEET

A. Fleet management services: Annual new vehicle procurement and disposal, credit cards for fuel and maintenance, accurate customer billing, state and federal statutory compliance for alternative fuels and Corporate Average Fuel Economy (CAFE) requirements, timely management information, and recalls/technical advisories.

B. Vehicle self insurance (risk management) provides driver insurability assessment, state vehicle collision coverage, accident liability coverage, mediation services to minimize state liability, and recovery services for damages when the state is not at fault.

GSE Utility Rates

RATE CATEGORY	BILLING UNIT	FREQUENCY	RATE
Facilities and Space			
Association Fee, for office space at Capitol Complex	Square footage	Monthly	\$ 3.15
Association Fee, for storage space at Capitol Complex	Square footage	Monthly	\$ 2.20
Leasing Fee, for all space off Capitol Complex at Seat of Government	Square footage	Monthly	\$ 0.19
Leasing Fee, for all space outside Seat of Government		Hourly	\$ 41.60
Design and Construction Fee for project management			With legislative approval
Mail Services			
Mail Fee	Piece volume	Monthly	\$ 0.0363
Pre-Sort and Specialized Services, Supplemental Fee	Usage ³	Monthly	
Procurement Services			
Purchasing Fee (See Next Page)	Flat rate	Monthly	N/A
Employee Blanket Bond Coverage Fee	Full time employees	Annual	Negotiated
Fleet			
Fleet Management Fee			
Vehicle Self Insurance Fee	Number of vehicles	Monthly	\$ 15.28
Monthly Vehicle Depreciation Fee	Per vehicle ⁴	Monthly	\$23.25
	Per vehicle ⁵	Monthly	
Total GSE Utility Expenses Allocated by Above Rates			
Total, Association Fees			\$3,546,374.00
Total, Leasing Fee (At the Seat of Government)			\$ 102,865.62
Total, Mail Fee			\$ 627,921.00
Total, Purchasing Fee			\$1,210,000.00
Total, Fleet Management Fee			\$ 481,712.00

³ Additional fees for specialized mail services are: \$0.011 standard letter insertion charge for first document and \$0.003 standard letter insertion charge for each additional document; \$0.007 each page machine folding; \$0.03 for permit mail and \$.0372 - .0712 for metered mail.

⁴ Proposed cost is \$500.00 deductible per accident with the next \$5,000 in damages covered by the self insurance fund. Agencies are responsible for loss or damages exceeding \$5,500 per accident.

⁵ The vehicle depreciation rate is based on 2004 model year vehicle cost less 1999/2000 model year sale prices, divided by 48- to 54-month vehicle life.

Human Resources Enterprise Services

For all HRE services, consultative support is available upon request.

EMPLOYMENT SERVICES

A. Application Intake and Referral is the process by which the HRE administers the pre-employment application, screening, vacancy posting and issue of applicant eligible lists. The HRE accepts all applications for state positions and notifies applicants if they are qualified or not qualified for vacancies. HRE also administers the Executive Branch's recall and outplacement program. HRE also maintains a customer-focused selection system that meets legal standards and minimizes barriers to effective use of an increasingly diverse labor force in a highly competitive market. (In the HRE Service Packages, this service is further divided into the following: Application Intake and Processing, Vacancy Posting and Processing; Referral, Recall and Outplacement; Selection (MQ Development, Selective development); and Selection Tool Development.)

B. Workforce Planning Consultation is the process by which HRE collects and analyzes workforce, labor force, and applicant pool data to determine current and project future staffing needs. HRE also develops products to help determine agencies' future gaps and the best way to meet staffing needs. Follow-up cost/benefit information is provided to assist in analyzing the value of staffing decisions.

C. Classification Studies are completed to analyze class series duties and responsibilities and recommend changes in job classes, classification guidelines and descriptions.

D. Compensation Studies are completed to compare state government salaries with other jurisdictions. These are done, often at agency request, to ensure that state salaries are competitive.

E. Data Management services include publication of "Just the Facts," exit survey reports, the Iowa Almanac, monthly HR Trends/Issues, and other information regarding the state's workforce. (In the HRE Service Packages, this service is further divided into the following: HR Data Collection, Analysis and Reporting.)

F. Diversity Program Management allows for collection and analysis of labor force, workforce, and applicant pool

data as it relates to Affirmative Action (AA) /Equal Employment Opportunity (EEO) and the Americans with Disabilities Act (ADA). HRE researches trends in employment and labor law to assure that the State's AA/EEO/ADA/Diversity programs meet current legal standards. The annual Affirmative Action in State Government report is also produced. (In the HRE Service Packages, this service is further divided into the following: Affirmative Action Data and Reporting.)

G. Performance Appraisal Management services provide for collection and analysis of customer feedback about the current evaluation system and research on new technologies and techniques. (In the HRE Service Packages, this service is further divided into the following: Performance System Maintenance and Data Reporting.)

H. Payroll Audit allows for the review of payroll documents to assure high system accuracy. Problems are referred for clarification and resolved, and payroll communication is managed. (In the HRE Services Packages, this service is further divided into the following: Classification and Pay Administration.)

I. Contingent Workforce Contract Management provides for negotiation and management of the state's contingent workforce contracts, which allow departments to lease short-term staff.

J. Golden Dome Awards are the highest form of employee recognition for state employees, based on accomplishments during the previous calendar year as nominated by other employees.

K. Human Resource Information System (HRIS) management assures that information is maintained and processed according to law or collective bargaining rules. System security is also maintained.

L. Recruitment services include development of recruitment plans, attendance at recruitment events, special recruitment visits, paid advertising and development of recruitment tools, including special brochures.

M. The Employee Suggestion System is a web-based system allowing employees to submit ideas or suggestions for improvements. Input is forwarded directly to the agency responsible for that program area. Suggestions are monitored to assure appropriate follow up.

HUMAN RESOURCE CONSULTATION SERVICES

A. Investigations of misconduct incidents involving contract or non-contract employees are conducted upon agency request. HRE provides counsel and serves as a resource on the applicable principles and procedures involved in legal resolution of issues. These investigations are generally related to disciplines or workplace violence. (These are noted as non 19B investigations in the HRE Service Packages.)

B. Individual Classification Reviews may be conducted for any Executive Branch merit covered position. Determinations are based on the job classification specifications and standards. (These are noted as Position Classification in the HRE Service Packages.)

C. Collective Bargaining Agreement Interpretation is provided for Executive Branch managers and supervisors from the agency's Labor Relations Specialists, who also provide advice regarding appropriate disciplinary actions and elements of just cause. The Labor Relations Specialists will assist management in enforcing provisions or interpretations of bargaining agreements. (In the HRE Service Packages, this service is further divided into the following: Collective Bargaining Administration and Relocation Program.)

D. Administrative Rules Interpretation allows for uniform implementation of Iowa Code provisions. (In the HRE Service Packages, this service is further divided into the following: Rules Administration for Non-Contract Employees, Merit Rule Administration, Annual Leave, Sick leave, Catastrophic Leave, Educational Leave and Assistance.)

E. Federal Law Interpretation and implementation assistance is provided to agencies regarding the Family and Medical Leave Act (FMLA); Fair Labor Standards Act (FLSA); Uniformed Services Employment and Reemployment Rights Act; American with Disabilities Act; Age Discrimination in Employment Act, Title VII of the Civil Rights Act, the Health Insurance Portability and Accountability Act, and other relevant law. (In the HRE Service Packages, this service is further divided into the following: FLSA Administration, FMLA and Military Leave.)

F. Reviews and Appeals services provide for HRE staff to present the state's position at employment hearings. HRE also represents the state for non-contract employee issues in hearings conducted by the Public Employment Relations Board (PERB). (In the HRE Service Packages, this service is further divided into the following: Application Intake and Processing, PERB Hearings.)

G. Grievance Processing includes advice and counsel throughout all steps of the grievance process outlined in the collective bargaining agreement, including hearings at the third step of the grievance process and issuing rulings on grievances. The Grievance Resolution Improvement Process (GRIP) is provided as an alternative to the arbitration process. A panel comprised of two members representing labor and two management members resolves grievances by majority vote, which is final and binding on both parties. HRE staff also represents management at arbitration hearings. (In the HRE Service Packages, this service is further divided into Grievance Administration and Arbitration Administration.)

H. 19B Investigations are the responsibility of the HRE under Iowa Code. These may include responses to complaints about alleged denial of equal access to state employment opportunities because of race, creed, color, religion, national origin, sex, age, or physical or mental disability. HRE investigates the circumstances and reports to the department director, providing remedial assistance if indicated.

I. Contract Negotiations HRE represents management in meetings with the labor unions and in negotiating collective bargaining agreements. Mandatory topics of bargaining per Chapter 20 of the Iowa Code include wages, hours and certain conditions of employment. Negotiation disputes are submitted for binding arbitration.

J. Classification Appeal Hearings Employees who disagree with classification decisions may appeal to the Classification Review committee, whose decision is considered final agency action.

BENEFITS

A. Three Deferred Compensation Programs are currently offered to state employees as methods to save for retirement: a 457 Deferred Compensation plan, a 403 (b) Tax Sheltered Annuity and a 401 (a) Employer Match program. (In the HRE Service Packages, this program is listed as Pre-tax Program Administration.)

B. Group Insurance Program provides for employee health, dental, basic life, supplemental life, and long term disability coverages. HRE oversees the contracting process, provides policy development legal assistance, and communicates with employees.

C. Wellness Program provides resources to aid employees in identifying their health risks and making positive lifestyle changes.

D. Employee Assistance Program provides counseling resources for employees who are experiencing personal problems that negatively impact their work.

E. Unemployment Insurance assists agencies in managing their unemployment claims and includes HRE representation at unemployment hearings.

F. Workers' Compensation HRE staff manage finance and administration of the state employee workers' compensation including the State's arrangement with a third party administrator, financial management, and policy development related to timely access of injured employees to appropriate services. A Return to Work Coordinator manages issues relating to employees that are receiving disability benefits or are at risk of moving from gainful employment. A State Safety Officer works with agencies to reduce accidents and injuries and maintain regulatory compliance.

G. Leave Management HRE determines the applicability of state/federal law, and HRE rules governing employee leave (vacation, compensatory, sick, family and medical, without pay, holiday, military, education, election, court/jury and voting) and provides counsel regarding applicable rules. (In the HRE Service Packages, this program is listed as Leave Program Administration.)

H. One Gift Program HRE oversees this program allowing employees to contributions to selected charities through a single donation via payroll deduction.

I. Flexible Spending Account This program allows employees to pay for employer-sponsored insurance with pretax dollars.

HRE Utility Rates

Components of Packages are described on pages following this chart..

SERVICE CATEGORY (A detailed list of services appears on the following pages.)	BILLING UNIT	FREQUENCY	RATE	PACKAGE 1 Executive Branch	PACKAGE 2 Legislative/ Judicial	PACKAGE 3 CBCs	PACKAGE 4 Regents
Employment Services	Full-time permanent employee	Monthly	\$ 5.67	\$ 5.67			
Benefits	Full-time permanent employee	Monthly	\$ 2.27	\$ 2.27	\$ 2.27	\$ 2.27	\$ -
Program Delivery	Full-time permanent employee	Monthly	\$ 6.14	\$ 6.14		\$ 6.14	\$ 6.14
A la carte mandatory rates							
Health Insurance Surcharge	Per participant	Monthly	\$ 2.00	\$ 2.00	\$ 2.00	\$ 2.00	\$ 2.00
Worker's Compensation	Costs calculated as part of premium	Annually or quarterly, per agency choice					
Employee Assistance Plan (EAP)	Depends on agency choice	As incurred/or per capita annually					
Golden Dome	Per FTE	Annually	\$ 2.00	\$ 2.00			
Flexible Spending	Per participant	Monthly	\$ 4.26	\$ 4.26	\$ 4.26		
Total HRE Utility Expense Allocated by the Above Rates							
Total Utility Expenses for Employment Services			\$1,303,685.00				
Total Utility Expenses for Benefits			\$613,588.00				
Total Utility Expenses for Program Delivery			\$2,025,600.00				
Billings discontinued in FY 2005							
Workforce planning							
Collective bargaining							
Merit Billings							

HRE Package 1 EXECUTIVE BRANCH

- 1 Application Intake and Processing
- 2 Vacancy Posting and Processing
- 3 Referral, Recall and Outplacement
- 4 Affirmative Action Data and Reporting
- 5 Performance Evaluation System Maintenance and Data Reporting
- 6 FLSA Administration
- 7 Selection (MQ development, selective development)
- 8 Selection Tool Development
- 9 Workforce Planning Consultation
- 10 HR Data Collection, Analysis and Reporting (Iowa Almanac, Exit Survey)
- 11 Classification and Pay Administration
- 12 Personnel Officer Advice and Counsel
- 13 Position Classification (individual positions)
- 14 Collective Bargaining Administration
- 15 Rule Administration for Non-Contract Employees
 - Merit Rule Administration
 - PERB Hearings
- 16 Grievance Administration
- 17 Arbitration Administration (arbitrator fees are shared with the union)
- 18 Collective Bargaining Contract
- 19 Contract Negotiations
- 20 Pretax Program Administration
 - 457 Deferred Compensation
 - 401 (a) Employer Match
 - 403 (b) Tax Sheltered Annuity
 - Flexible Spending Account Program
 - Premium Conversion
- 21 Group Insurance
 - Health and Dental – \$2.00 fee per month per contract

- Life and LTD
- 22 Workers' Compensation – Premium Payment
 - Return to Work Program
 - Loss Control and Safety Services
 - 23 Golden Dome – Annual \$2.00 per employee fee.
 - 24 Leave Program Administration
 - Military Leave
 - FMLA
 - Annual Leave
 - Sick Leave
 - Catastrophic Leave
 - Educational Leave and Assistance
 - 25 Relocation Program
 - 26 One Gift
 - 27 19B Investigations
 - 28 HRIS System Administration
 - 29 Employee Suggestion System

Optional Service Rates

Services provided in addition to the Package 1 Services described above will be charged at the following rates:

- Hourly salary of HRE individual(s) assigned to the project.
- Hourly benefit cost of HRE individual(s) assigned to the project.
- Actual Expenses
- HRE will give an estimate of project cost to requesting department before finalizing service agreement.
- If an outside consultant is needed, costs will be negotiated with the requesting department.
- EAP, unemployment insurance and contingent worker contract administration have separate fees. Those costs are noted below.
 - 1 EAP – Department choice of paying per capita or hourly.
 - 2 Unemployment insurance – Departments decide whether to participate. Cost is \$1.00

annually per employee.

- 3 Recruitment
 - Development of Recruitment Plans
 - Attendance at Recruitment Events
 - Special Recruitment Visits
 - Paid Advertisements
 - Development of Recruitment Tools, such as Special Brochures.
- 4 Classification Studies
- 5 Compensation Studies
- 6 Non 19B Investigations
 - Disciplinary
 - Workplace Violence
- 7 Workforce Planning
- 8 Job Design and Organizational Development
- 9 Contingent Worker Contract Administration
 - PEO, \$25.00 per temporary employee; Olsten, \$10.00 per temporary employee

HRE Package 2 JUDICIAL, LEGISLATIVE AND FAIR AUTHORITY

- 1 HRIS System Administration
- 2 Group Insurance
 - Health and Dental Insurance – \$2.00 per month per contract
 - Life and LTD
- 3 Pretax Program Administration
 - 457 Deferred Compensation
 - 401 (a) Employer Match
 - Flexible Spending Account Program – \$4.26 per month per participant
 - Premium Conversion
- 4 One Gift Program
- 5 Workers' Compensation Premium Payment
 - Return to Work
 - Loss Control and Safety Services
- 6 Collective Bargaining Implementation Changes (Judicial Only)
- 7 Employee Suggestion System

Optional Service Rates

Services provided in addition to the Package 2 Services described above will be charged at the following rates:

- Hourly salary of HRE individual(s) assigned to the project.
- Hourly benefit cost of HRE individual(s) assigned to the project.
- Expenses
- HRE will give an estimate of project cost to requesting department before finalizing service agreement.
- If an outside consultant is needed, costs will be negotiated with the requesting department.
- EAP, unemployment insurance and contingent worker contract administration have separate fees. Those costs are noted below.

- 1 EAP – Department choice of paying per capita or hourly
- 2 Unemployment Insurance – Departments decide whether to participate; rate is \$1.00 per employee annually.
- 3 Classification Studies
- 4 Compensation Studies
- 5 Non 19B Investigations - Disciplinary- Workplace Violence
- 6 Contingent Worker Contract administration
PEO – \$25.00 per temporary employee; Olsten – \$10.00 per temporary employee

HRE Package 3 COMMUNITY BASED CORRECTIONS

- 1 HR Data Collection, Analysis and Reporting (Iowa Almanac, Exit Survey)
- 2 Personnel Officer Advice and Counsel
- 3 Collective Bargaining Administration
- 4 Grievance Consultation
- 5 Arbitration Administration (arbitrator fee shared with the union)
- 6 Pretax Program Administration
 - 457 Deferred Compensation
 - 401 (a) Employer Match
 - 403 (b) Tax Sheltered Annuity
 - Flexible Spending Account Program
 - Premium Conversion
- 7 Group Insurance
 - Health and Dental – \$2.00 fee per month per contract
 - Life and LTD
- 8 Workers' Compensation – Premium Payment
 - Return to Work Program
 - Loss Control and Safety Services
- 9 Golden Dome – Annual \$2.00 per employee fee
- 10 One Gift
- 11 19B Investigations
- 12 Employee Suggestion System

Optional Service Rates

Services provided in addition to the Package 3 Services described above will be charged at the following rates:

- Hourly salary of HRE individual(s) assigned to the project

- Hourly benefit cost of HRE individual(s) assigned to the project
- Actual Expenses
- HRE will give an estimate of project cost to requesting department before finalizing service agreement.
- If an outside consultant is needed, costs will be negotiated with the requesting department.
- EAP, unemployment insurance and contingent worker contract administration have separate fees. Those costs are noted below.
 - 1 EAP – Department choice of paying per capita or hourly
 - 2 Unemployment Insurance – Departments decide whether to participate. Rate is \$1.00 per employee annually.
 - 3 Recruitment
 - Development of recruitment plans
 - Attendance at recruitment events
 - Special recruitment visits
 - Paid advertisements
 - Development of recruitment tools, such as special brochures
 - 4 Classification Studies
 - 5 Compensation Studies
 - 6 Non 19B Investigations
 - Disciplinary
 - Workplace Violence
 - 7 Workforce Planning
 - 8 Job Design and Organizational Development
 - 9 Contingent Worker Contract Administration
 - PEO Contract – \$25.00 per temporary employee; Olsten Temporary – \$10.00 per temporary employee

HRE Package 4 REGENTS INSTITUTIONS

- 1 Collective Bargaining Administration
- 2 Arbitration Administration (arbitrator fee shared with the union)
- 3 Labor Relations Consultation
- 4 Collective Bargaining Contract Negotiations
- 5 Group Insurance
 - Health and Dental – \$2.00 fee per month per contract
 - Employee Assistance Program*
- 6 Pretax Program Administration
 - Flexible Spending Account Program*
- 7 Workers' Compensation – Premium Payment for all Regents employees
 - Return to Work
 - Loss Control and Safety Services
- 8 Employee Suggestion System
- 9 Recall Referral
- 10 Relocation Policy

Optional Service Rates

Services provided in addition to the Package 4 Services described above will be charged at the following rates:

- Hourly salary of HRE individual(s) assigned to the project.
- Hourly benefit cost of HRE individual(s) assigned to the project.
- Actual Expenses
- HRE will give an estimate of project cost to requesting department before finalizing service agreement.
- If an outside consultant is needed, costs will be negotiated with the requesting department.
- EAP, unemployment insurance and contingent worker contract administration have separate fees.

Those costs are noted below.

- 1 Non-19B Investigation
 - Disciplinary
 - Workplace Violence
- 2 Classification Studies
- 3 Compensation Studies
- 4 Employee Assistance Program – Choice of paying per capita or hourly
- 5 Contingent Worker Contract Administration
 - PEO – \$25.00 per temporary employee; Olsten – \$10.00 per temporary employee

** Schools for the Deaf and Blind use these programs*

Information Technology Enterprise Services

**A. The Iowa Financial Accounting System (IFAS)/ and
B. Human Resource Information System (HRIS)**

utility expense encompasses all mainframe processing-related activity for the operation and maintenance of the system that reports on state financial and budget information, including warrant writing and the system that processes payroll, human resources and benefits information.

C. Common Calendar and Directory Service replaces what is commonly known as “the Hub” with a unified enterprise-wide employee contact and scheduling information directory. The Common Calendar utility service is available to agencies that use ITE Enterprise Email.

D. Public Key Infrastructure (PKI) utility expense covers the cost of issuing digital signatures used to verify the identity of a person or computer system. Digital certificates provide identification and authentication services.

E. Integrated Information for Iowa (I3) utility expense includes processing activities needed to operate and maintain the new system (operational in FY 2006) for enterprise accounting, procurement, budget preparation, and human resources payroll and benefits. The system will also include enhanced capabilities to manage fixed assets, inventory, cost accounting, accounts receivable functions and an improved data warehouse. Costs for agency-specific requests like customized reports are not included.

ITE Utility Rates

RATE CATEGORY	UNIT	BILLING FREQUENCY	RATE	EXECUTIVE BRANCH	OTHER
Iowa Finance Accounting System (IFAS)	Full-time/part-time permanent employee	Monthly	\$ 1.81	\$ 1.81	\$ 1.81
Human Resources Information System (HRIS)	Same	Monthly	\$ 3.40	\$ 3.40	\$ 3.40
Directory Service	Same	Monthly	\$ 0.79	\$ 0.79	\$ 0.79
PKI		TBD	TBD		
I3		TBD	TBD		
A la carte market place rates that may apply in addition to IFAS/HRIS rate:					
ID Access	Per participant	Monthly	\$ 1.63	\$ 1.63	\$ 1.63
ID Gateway Charge	Bundled agency IDs	Monthly	\$ 249.54		
Mainframe 3270 Access (SNA) LU	Per user	Monthly	\$ 32.51		
TN3270 LU Access	Per user	Monthly	\$ 32.51	\$ 32.51	
Total ITE Utility Expense Allocated by the Above Rates					
Total Utility Expenses for IFAS			\$471,634.66		
Total Utility Expenses for HRIS			\$884,545.18		
Total Utility Expenses for Directory Service			\$204,800.39		
Billings Discontinued in FY 2005:					
Processing charges for IFAS/HRIS mainframe usage					
Iowa Hub Services rate (replaced by Directory Service)					

Who to Call for Assistance

DAS leadership, division administrators and staff with key areas of responsibility are listed here for your convenience.

MANAGEMENT RESPONSIBILITY	NAME	PHONE	ENTERPRISE
DAS Director	Anderson, Mollie	281-5360	DAS Director
DAS Secretary to the Director	Olson, Jan	281-5360	Secretary to the Director
State Accounting Enterprise Chief Operating Officer	Lindner, Steve	281-3206	State Accounting
Information Technology Enterprise Chief Operating Officer	Gillispie, John	281-5061	Information Technology
Human Resources Enterprise Chief Operating Officer	Berggren, Nancy	281-5064	Human Resources
General Services Enterprise Chief Operating Officer	Deluhery, Patrick	281-3196	General Services
Capitol Complex Maintenance	Ryburn, Tim	281-3137	General Services
DAS Finance	Sturm, Denise	725-4703	DAS Core
DAS Legislative Liaison	Johnson, Mark	281-4742	DAS Core
DAS Marketing and Communications	Allen, Patti	281-7056	DAS Core
DAS Policy and Standards	Lantz, Patricia	281-8388	DAS Core
Design and Construction	Ibsen, Dean	281-6051	General Services
Employee Benefits	Holland, Ed	242-6143	Human Resources
Employment and Training	Hills, MaryAnn	281-6770	Human Resources
Fleet and Mail	Schroeder, Dale	281-7702	General Services
General Services Administration/Purchasing	O'Leary, Deb	281-8384	General Services
Integrated Information for Iowa (I3 information system)	Sperry, Sharon	281-4568	Information Technology
Internal Operations	Clabaugh, Gerd	281-3008	DAS Core
IT Application Development/Digital Government	Uhrin, Mark	281-5818	Information Technology
IT Infrastructure Services	Tritch, Lorrie	242-5898	Information Technology
IT Planning and Administrative Services	Mehta, Nadir	281-6110	Information Technology
Labor Relations Team	Frey, Daryl	281-6603	Human Resources
Payroll, Accounting and Daily Processing	Mitchell, Peggy	281-6649	State Accounting
Printing	Bertness, Scott	281-5050	General Services

